

CLAIMS

What is Claimed is:

1. A real property management system comprising an interactive system for reporting, tracking, and rectifying security and maintenance items and incidences in a real property site, such as a building, an office complex comprising a number of buildings, and/or a property management company having multiple buildings and multiple sites, comprising:
 - a. a database server for storing data information about locations in the real property site, action items concerning the real property site, and other information about the real property site;
 - b. client devices for inputting information to and receiving information from the database server;
 - c. a networked server for allowing direct client device access to the system and the database server; and
 - d. an interface system for allowing input to and output from the system from remote personnel at the real property site, so as to inform the system of the items and incidences and whether the items and incidences have been addressed and to inform the remote personnel of the items and incidences and the action items.
2. The system as claimed in Claim 1, further comprising a network operation center for providing a means for monitoring the state of the system and clients and for checking the integrity of the system.
3. The system as claimed in Claim 1, further comprising a delivery system for allowing reports to be delivered to appropriate parties through a number of different receiving media.
4. The system as claimed in Claim 1, further comprising a delivery system for allowing alerts to be delivered to appropriate parties through a number of different receiving media.
5. The system as claimed in Claim 1, further comprising means for proactively entering incidence information into the system and generating incidence reports for rectifying incidences.

6. The system as claimed in Claim 3, wherein the delivery system for allowing reports to be delivered to appropriate parties through a number of different receiving media comprises means for customizing the reports, means for selecting the appropriate parties to whom the reports are to be delivered, and means for selecting the receiving media.

7. The system as claimed in Claim 6, wherein the reports are generated at set intervals based on the input to the system from the remote personnel at the real property site regarding the items and incidences and the action items.

8. The system as claimed in Claim 6, wherein the reports are generated in real time based on the input to the system from the remote personnel at the real property site regarding the items and incidences and the action items.

9. The system as claimed in Claim 4, wherein the delivery system for allowing alerts to be delivered to appropriate parties through a number of different receiving media comprises means for customizing the alerts, means for selecting the appropriate parties to whom the alerts are to be delivered, and means for selecting the receiving media.

10. The system as claimed in Claim 9, wherein the alerts are generated at set intervals based on the input to the system from the remote personnel at the real property site regarding the items and incidences and the action items.

11. The system as claimed in Claim 9, wherein the alerts are generated in real time based on the input to the system from the remote personnel at the real property site regarding the items and incidences and the action items.

12. The system as claimed in Claim 5, wherein the means for proactively entering incidence information into the system and generating incidence reports for rectifying incidences comprises the client devices and computer software for interpreting and categorizing the incidence information.

13. A real property management system comprising an interactive system for reporting, tracking, and rectifying security and maintenance items and incidences in a real property site, such as a building, an office complex

comprising a number of buildings, and/or a property management company having multiple buildings and multiple sites, comprising:

a. a database server for storing data information about locations in the real property site, action items concerning the real property site, and other information about the real property site;

b. client devices for inputting information to and receiving information from the database server;

c. a networked server for allowing direct client device access to the system and the database server;

d. an interface system for allowing input to and output from the system from remote personnel at the real property site, so as to inform the system of the items and incidences and whether the items and incidences have been addressed and to inform the remote personnel of the items and incidences and the action items; and

e. a delivery system for allowing reports to be delivered to appropriate parties through a number of different receiving media.

14. The system as claimed in Claim 13, further comprising means for proactively entering incidence information into the system and wherein the reports are incidence reports for rectifying incidences generated from the incidence information.

15. The system as claimed in Claim 14, wherein the delivery system for allowing reports to be delivered to appropriate parties through a number of different receiving media comprises means for customizing the reports, means for selecting the appropriate parties to whom the reports are to be delivered, and means for selecting the receiving media.

16. The system as claimed in Claim 15, wherein the reports are generated at set intervals based on the input to the system from the remote personnel at the real property site regarding the items and incidences and the action items.

17. The system as claimed in Claim 15, wherein the reports are generated in real time based on the input to the system from the remote

personnel at the real property site regarding the items and incidences and the action items.

18. A real property management system comprising an interactive system for reporting, tracking, and rectifying security and maintenance items and incidences in a real property site, such as a building, an office complex comprising a number of buildings, and/or a property management company having multiple buildings and multiple sites, comprising:

a. a database server for storing data information about locations in the real property site, action items concerning the real property site, and other information about the real property site;

b. client devices for inputting information to and receiving information from the database server;

c. a networked server for allowing direct client device access to the system and the database server;

d. an interface system for allowing input to and output from the system from remote personnel at the real property site, so as to inform the system of the items and incidences and whether the items and incidences have been addressed and to inform the remote personnel of the items and incidences and the action items; and

e. a delivery system for allowing alerts to be delivered to appropriate parties through a number of different receiving media.

19. The system as claimed in Claim 18, further comprising means for proactively entering incidence information into the system and wherein the alerts are generated from the incidence information.

20. The system as claimed in Claim 19, wherein the delivery system for allowing alerts to be delivered to appropriate parties through a number of different receiving media comprises means for customizing the alerts, means for selecting the appropriate parties to whom the alerts are to be delivered, and means for selecting the receiving media.

21. The system as claimed in Claim 20, wherein the alerts are generated in real time based on the input to the system from the remote personnel at the real property site regarding the incidences.

22. A real property management system comprising an interactive system for reporting, tracking, and rectifying security and maintenance items and incidences in a real property site, such as a building, an office complex comprising a number of buildings, and/or a property management company having multiple buildings and multiple sites, comprising:

- a. a database server for storing data information about locations in the real property site, action items concerning the real property site, and other information about the real property site;
- b. client devices for inputting information to and receiving information from the database server;
- c. a networked server for allowing direct client device access to the system and the database server;
- d. an interface system for allowing input to and output from the system from remote personnel at the real property site, so as to inform the system of the items and incidences and whether the items and incidences have been addressed and to inform the remote personnel of the items and incidences and the action items;
- e. a delivery system for allowing reports to be delivered to appropriate parties through a number of different receiving media; and
- f. a delivery system for allowing alerts to be delivered to appropriate parties through a number of different receiving media.

23. The system as claimed in Claim 22, further comprising means for proactively entering incidence information into the system and wherein the reports are incidence reports for rectifying incidences generated from the incidence information.

24. The system as claimed in Claim 23, wherein:

- a. the delivery system for allowing reports to be delivered to appropriate parties through a number of different receiving media comprises means for customizing the reports, means for selecting the appropriate parties to whom the reports are to be delivered, and means for selecting the receiving media; and

b. the delivery system for allowing alerts to be delivered to appropriate parties through a number of different receiving media comprises means for customizing the alerts, means for selecting the appropriate parties to whom the alerts are to delivered, and means for selecting the receiving media.

25. The system as claimed in Claim 24, wherein the reports are generated at set intervals based on the input to the system from the remote personnel at the real property site regarding the items and incidences and the action items.

26. The system as claimed in Claim 24, wherein the reports are generated in real time based on the input to the system from the remote personnel at the real property site regarding the items and incidences and the action items.

27. The system as claimed in Claim 24, wherein the alerts are generated in real time based on the input to the system from the remote personnel at the real property site regarding the incidences.

28. A method for managing real property via an interactive system for reporting, tracking, and rectifying security and maintenance items and incidences in a real property site, such as a building, an office complex comprising a number of buildings, and/or a property management company having multiple buildings and multiple sites, comprising the steps of:

a. inputting into a system database information regarding the persons who can access the system and information regarding the buildings to be managed;

b. creating a property management customization by setting up posts within the buildings and locations within the buildings, scheduling tasks to be completed, developing tours for personnel, and developing incidents and items;

c. creating at least one notification means selected from the group consisting of reports and alerts, and developing methods of sending reports and alerts to at least one appropriate person;

d. allowing access to the property management customization by the personnel through remote devices so as to allow the personnel to obtain work

orders from the system database and to input information to the system database; and

e. providing for real time access to information in the system database and input information provided by the personnel.

29. The method as claimed in Claim 28, wherein the information regarding the buildings to be managed is used to develop tours and to pinpoint incident and item reports.

30. The method as claimed in Claim 28, wherein the information regarding the buildings to be managed is used to develop tours to be completed by the personnel by selecting the locations within and around the building, organizing the locations into a coherent list, and creating the tour.

31. The method as claimed in Claim 30, wherein as the personnel is completing the tour, the personnel is simultaneously entering information into the system database and the system database is automatically updating itself.

32. The method as claimed in Claim 28, wherein the information regarding the persons who can access the system and information regarding the buildings to be managed is used to develop individual incidents to be checked by the personnel.

33. The method as claimed in Claim 32, wherein as the personnel is checking the individual incidents, the personnel is simultaneously entering information into the system database and the system database is automatically updating itself.

34. The method as claimed in Claim 33, wherein the individual incidents are selected from the group consisting of one-time incidents, multiple time incidents, recurring incidents, and incidents that are not part of a tour.

35. The method as claimed in Claim 28, wherein personnel input information into the system database and receive information from the system database via wireless handheld computing devices.

36. The method as claimed in Claim 28, wherein the incidents are pre-inputted into the system database.

37. The method as claimed in Claim 36, wherein the incidents are assigned a level of importance.

38. The method as claimed in Claim 37, wherein the incidents are prioritize in order of importance.

39. The method as claimed in Claim 28, further comprising the step of sending out an alert to a predetermined person upon the occurrence of a particular event.

40. The method as claimed in Claim 39, wherein the alert is sent in the form of the group consisting of sending a message text to a mobile telephone, creating an instant message on a personal computer, creating a pop up box on a personal computer or PDA, sending a signal to a pager, and making an automated telephone call.

41. The method as claimed in Claim 28, further comprising the step of generating real time reports regarding the tours and the incidents.

42. The method as claimed in Claim 41, wherein the reports are delivered to an appropriate person.

43. The method as claimed in Claim 42, wherein the report is sent in the form of the group consisting of sending a message text to a mobile telephone, creating an instant message on a personal computer, creating a pop up box on a personal computer or PDA, sending a signal to a pager, and making an automated telephone call.

44. A method for managing real property via an interactive system for reporting, tracking, and rectifying security and maintenance items and incidences in a real property site, such as a building, an office complex comprising a number of buildings, and/or a property management company having multiple buildings and multiple sites, comprising the steps of:

a. inputting into a system database information regarding the persons who can access the system and information regarding the buildings to be managed;

b. creating a property management customization by setting up posts within the buildings and locations within the buildings, scheduling tasks to be completed, developing tours for personnel, and developing incidents and items;

c. creating at least one notification means selected from the group consisting of reports and alerts, and developing methods of sending reports and alerts to at least one appropriate person;

d. allowing access to the property management customization by the personnel through remote devices so as to allow the personnel to obtain work orders from the system database and to input information to the system database;

e. providing for real time access to information in the system database and input information provided by the personnel; and

f. generating real time reports regarding the tours and the incidents.

45. The method as claimed in Claim 44, wherein the information regarding the buildings to be managed is used to develop tours and to pinpoint incident and item reports.

46. The method as claimed in Claim 45, wherein the information regarding the buildings to be managed is used to develop tours to be completed by the personnel by selecting the locations within and around the building, organizing the locations into a coherent list, and creating the tour.

47. The method as claimed in Claim 46, wherein as the personnel is completing the tour, the personnel is simultaneously entering information into the system database and the system database is automatically updating itself.

48. The method as claimed in Claim 44, wherein the information regarding the persons who can access the system and information regarding the buildings to be managed is used to develop individual incidents to be checked by the personnel.

49. The method as claimed in Claim 48, wherein as the personnel is checking the individual incidents, the personnel is simultaneously entering information into the system database and the system database is automatically updating itself.

50. The method as claimed in Claim 49, wherein the individual incidents are selected from the group consisting of one-time incidents, multiple time incidents, recurring incidents, and incidents that are not part of a tour.

51. The method as claimed in Claim 28, wherein personnel input information into the system database and receive information from the system database via wireless handheld computing devices.

52. The method as claimed in Claim 44, wherein the incidents are pre-inputted into the system database.

53. The method as claimed in Claim 52, wherein the incidents are assigned a level of importance.

54. The method as claimed in Claim 53, wherein the incidents are prioritize in order of importance.

55. The method as claimed in Claim 44, further comprising the step of sending out an alert to a predetermined person upon the occurrence of a particular event.

56. The method as claimed in Claim 55, wherein the alert is sent in the form of the group consisting of sending a message text to a mobile telephone, creating an instant message on a personal computer, creating a pop up box on a personal computer or PDA, sending a signal to a pager, and making an automated telephone call.

57. The method as claimed in Claim 44, wherein the reports are delivered to an appropriate person.

58. The method as claimed in Claim 57, wherein the report is sent in the form of the group consisting of sending a message text to a mobile telephone, creating an instant message on a personal computer, creating a pop up box on a personal computer or PDA, sending a signal to a pager, and making an automated telephone call.